

## Senior Teller - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Is completely familiar with organization's service manual, teller training manual and policies
- Test scores for Product Manual, Service Manual, Teller Training Manual are 100%
- Knows all compliance procedures (i.e. Reg CC) and follows them accurately
- Knows organization philosophy, mission, goals and aims, and how organization compares to competitor financial institutions
- Requires little supervisory assistance to perform accurate work
- Is able to temporarily perform Head Teller duties in his/her absence
- Assists in the proper training of new tellers, when required to

### QUALITY OF WORK:

- Balances 100% of the time, within 20 minutes of closing out
- Remains composed in situations that require the handling of multiple problems/tasks
- 100% accuracy in balancing vault, money orders, travellers cheques, and ATM
- No customer complaints about employee's knowledge, service attitude, or proficiency
- Organized and accurate in all daily work activities, including computer postings

### QUANTITY OF WORK:

- Accurately completes high volume of teller transactions (average \_\_ to \_\_ monthly)
- Is able to complete multiple tasks (customer service tasks plus teller tasks) when required
- Follows through on extra assignments; completes them in a timely manner
- Performs "spot audits" for Head Teller; verifies bait money, cash levels of other teller drawers
- May act as Vault Teller: verifies all funds received in-and-out of the vault
- Assures that all daily processing is completed, balanced, and the vault is secured within 30 minutes
- Processes night drop deposits and mail payments daily

### INITIATIVE/MOTIVATION:

- Will go the "extra mile" in order to provide additional service to customers and help junior tellers
- Is aware of things needing to be done - starts them and helps in completing them
- Volunteers to help others with difficult situations, balancing problems, unfamiliar transactions
- Exemplifies cross-selling in practice; sells \_\_\_ new services each week
- Keeps teller supervisor informed of actions taken with more junior tellers
- Suggests improvements that relate to teller functions, processes and procedures
- Works unscheduled hours when necessary to maintain service standard